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Debra Scott, MSN, RN, FRE Executive Director

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The **Nevada State Board of Nursing News** publishes news and information quarterly about Board actions, regulations, and activities. Articles may be reprinted without permission; attribution is appreciated.

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MESSAGE

FROM THE EXECUTIVE DIRECTOR

Debra Scott, MSN, RN, FRE

Just recently, I overheard two nursing students talking about a presentation that my staff had provided to their class. One student said, "The nursing board isn't there to support nurses; they're all about protecting patients. We pay them and get no support in return." The other student responded, "Wait a minute! Isn't that what nurses do? We protect patients; that's our number one priority, right?" As Board staff, we underscore that the mission of the Board is to protect the public's health, safety and welfare through effective regulation of nursing during every presentation we give. The response varies with the specific audience. It is our desire that everyone is very clear about our role.

Our Board meets every July to assess the progress that has been made related to our short and long term goals and objectives. We evaluate our resources and then develop a strategy for the upcoming year and beyond. The Board gives policy direction and subsequently, Board staff set up operations to implement that direction. The best of all worlds includes clear direction from the Board coupled with mutual trust and respect between and among Board members and Board staff. We're in this together.

Isn't that also true about the Board and nurses? Aren't we in this together? Don't we have the same ultimate goal—to protect patients from harm? Aren't we, as nurses, patient advocates first? Aren't we in the best position to intervene when there is potential for harm? Don't we see what is actually happening on a day to day, hour to hour, minute to minute basis when patients are receiving health care services? Isn't our number one priority the welfare of our patients, no matter where we practice?

Of course it is.

Then why are there incidents of conduct by professionals that go unreported or unchecked? Why are there health care environments where nurses report that "Patients are in danger every day?" Why is bad or risky behavior tolerated by coworkers of professionals who are jeopardizing patient welfare? Are we too busy? Are we burned out? Do we just choose to not get involved because "it's not my problem?" Have we become so distracted by the social, political, environmental, or the liability aspects of our profession that we have forgotten our ultimate responsibility to protect our patients.

I believe the answer to these questions is no. I think we need reminding of this most important role we have as nurses. Reminders come in many forms. One form may be a "close call." Another form may be hearing a story of a bad patient outcome when a nurse failed to intervene. If you attend a Board meeting, you may be reminded about the effect misconduct may have on your license. Self introspection before harm to a patient is preferable. This is the reason for my words today.

The challenge then is to align our resources in creating and supporting a Culture of Safety. Nurses, employers of nurses, schools of nursing, professional associations, regulatory agencies, and consumers of health care services must join efforts to ensure adherence to safety measures in every aspect of health care delivery. We must have knowledge of the tools at our disposal and commit ourselves to intervene as patient advocates first and foremost. I encourage all of us to look inward and make a new commitment to a Culture of Safety; our patients deserve only the best we can give.

Delra Scate



WORDS

FROM THE PRESIDENT

Tish Smyer, DNSc, RN, NSBN President

As the Nevada State Board of Nursing (NSBN) changes leadership and I step into the role of President, it is a good idea to reflect on the accomplishments of the Board in the last 4 years under the leadership of President Doreen Begley and President Kelly Espinoza. There have been many initiatives to meet the mission of the Nevada State Board of Nursing which is "to protect the public's health, safety and welfare through effective regulation of nursing." While space does not permit a full accounting of all the initiatives NSBN has developed and implemented, some of the most important are discussed below. A note about National Council of State Boards of Nursing (NCSBN) is necessary at this point. NCSBN is a collective voice for nursing regulation and has 60 members which includes every state board of nursing in the US, the District of Columbia, and its 4 territories. It also has associate members from Alberta, British Columbia, Ontario, Manitoba, Nova Scotia, Singapore, and New Zealand.

How does the NSBN maintain effective regulation? One way is through ongoing performance measurements and benchmarking. The NSBN is involved with a project, Commitment to Ongoing Regulatory Excellence (CORE), which provides evidence based data to meet our legislative mandate. Through data collected and analyzed by the National Council of State Boards of Nursing (NCSBN), NSBN has access to comparative data to enhance regulation in the state of Nevada. This data is collected from employers, nursing education programs and nurses in the state of Nevada and addresses five areas. These include discipline, practice, education program approval, licensure and administration. Nevada has used prior reports to improve and excel in specific areas. For example: The NSBN complete 81% of disciplinary cases at the end of the physical year whereas nationally it is only 62%. Our average number of days from receipt of complaint to resolution is 120 days whereas nationally it is 222 days. However, for 2011/2012 the NSBN has decreased that time to 83 days. The length of time to obtain a license upon the Board's receiving a completed application is 1 day in Nevada and 12 days nationally. Eighty-three percent of licensure is now renewed online in Nevada. When employers were asked how well the Board protects the public, the score was 3.3 on a 4 points scale with 4 being well. That national average score was 3.09.

The Board proactively joined NURSYS, which allows employers and the general public to verify licenses and receive a detailed report immediately free of charge. NURSYS website contains vital information particularly related to discipline against licensees.

Be sure and visit the new NSBN website (http://nevadanursingboard.org/). The new NSBN website provides transparent information about meetings, educational programs, and information useful to the practicing nurse, those seeking licensure in Nevada, and any other stakeholder.

The staff at NSBN has won national awards from NCSBN, the most receipt being the coveted Meritorious Service Award for outstanding regulators awarded to Debra Scott the Executive Director of the NSBN. Our staff is appointed to prestigious committees at NCSBN such as the Committee to Ongoing Regulatory Excellence and education committees. Nevada was recently one of the winners of the 2012 NCSBN Taxonomy of Error, Root Cause Analysis and Practice-responsibility or TERCAP Award. Our Board members also are appointed to committees and this close relationship with NCSBN brings a national perspective back to our state so we can strive for excellence.

As I begin the presidency of the NSBN, I will share with you that my assumptions about the NSBN and practicing nurses is that "public safety" is the common denominator. The goals of regulation and practice work in a partnership that advocates for the public whether defined as patients or all the citizens of Nevada. Ensuring safe and effective practice maintains the integrity and trust of the public for the nursing profession.



CDCsPOSITION

Protect Patients Against Preventable Harm from Improper Use of Single-dose/Single-use Vials

CDC is aware of confusion about and misrepresentation of guidelines protecting patients from disease that occurs when clinicians use single-dose/single-use vials for more than one patient. In an effort to ensure clinicians are clear about CDC guidelines, the agency is restating its position on the use of single-dose/single-use vials and also seeks to dispel inaccuracies being disseminated to healthcare providers.

CDC'S POSITION

Protect Patients Against Preventable Harm from Improper Use of Single-dose/Single-use Vials

The Centers for Disease Control and Prevention's guidelines call for medications labeled as "single dose" or "single use" to be used for only one patient. This practice protects patients from life-threatening infections that occur when medications get contaminated from unsafe use. Concerns have been raised about whether these guidelines and related policies contribute to drug shortages and increased medical costs to healthcare providers. CDC recognizes the problem of drug shortages; however, such shortages are a result of manufacturing, shipping, and other issues unrelated to the above guidelines (www.fda.gov/DrugShortageReport). CDC 's top priority is protecting patients from harm. CDC routinely investigates and is apprised of infectious disease outbreaks involving single-dose/single-use vials being used for multiple patients. These outbreaks cause extensive harm to patients, and they are associated with significant healthcare and legal expenses. Therefore, CDC continues to strongly support its current policies regarding single-dose/single-use vials. It is imperative that drug shortages and drug waste concerns are dealt with appropriately and do not lead to unsafe medical practices that impose increased disease risk on patients. Shortages of some essential medications may warrant implementation of meticulously applied practice and quality standards, as stated in United States Pharmacopeia General Chapter <797> Pharmaceutical Compounding - Sterile Preparations, to split doses under sterile conditions.

GENERAL MESSAGES

• Vials labeled by the manufacturer as "single dose" or "single use" should only be used for a single patient. These medications typically lack antimicrobial preservatives and can become contaminated and serve as a source of infection when they are used inappropriately.

- Ongoing outbreaks provide ample evidence that inappropriate use of single-dose/single-use vials causes patient harm.
- In times of critical need, contents from unopened single-dose/single-use vials can be repackaged for multiple patients. However, this should only be performed by qualified healthcare personnel in accordance with standards in in accordance with standards.
- Lowering safety standards will not address the problem of drug shortages.

BASIC SAFE INJECTION PRACTICE MESSAGES

- 1. CDC evidence-based guidelines define safe injection practices under Standard Precautions. These include one-time use of needles and syringes and limiting sharing of medication vials. Vials labeled as "single dose" or "single use" should not be used on multiple patients.
 - a. A large single-dose/single-use vial may appear to contain adequate drug to treat more than one patient. However, this does not change the fact that the vial is not intended for such use and, therefore, it should only be used for a single patient and a single procedure.
- 2. Unsafe injection practices include, but are not limited to, reuse of syringes for multiple patients or to access shared medications, administration of medication from a single-dose/single-use vial to multiple patients, and failure to use aseptic technique when preparing and administering injections.
- 3. Injection safety is every provider's responsibility. It is especially important to remember that when injecting medications into sterile sites, such as the spine, there is no margin for error.
- 4. When providers deviate from CDC's safe practice guidelines, they are imposing risks on their patients. Since the CDC Guidelines were published in 2007, CDC is aware of at least 19 outbreaks associated with single-dose/single-use medications:
 - a. 7 outbreaks involved bloodborne pathogen infections and 12 involved bacterial infections (with a majority of affected patients requiring hospitalization)
 - b. All of these outbreaks involved outpatient settings, with the majority occurring in pain remediation clinics (n=8).
- 5. Healthcare providers should consult with pharmacy professionals and USP 797 standards when there is a need to subdivide contents of single-dose/single-use vials.

continued on page 8 >>



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MISPERCEPTIONS VS. FACTS

CDC is aware of a number of misinterpretations or misrepresentations of CDC's guidelines regarding single-dose/single-use vials. CDC outlines below some of these issues and provides more explanation of the agency's position.

MISINTERPRETATION/MISPERCEPTION	FACT
Improper use of single-dose/single-use vials puts patients at risk of infection with only bloodborne pathogens such as hepatitis C virus.	Infection risk is not just limited to bloodborne pathogens. Outbreaks from improper use of single-dose/single-use vials have resulted in life-threatening bacterial infections including bloodstream infections, meningitis, and epidural abscesses. Many of these infections have occurred following injection procedures performed in pain remediation clinics.
Guidance regarding safe handling of single-dose/single-use vials is new and has only been in place since 2010.	CDC injection safety guidelines are not new. They have been part of Standard Precautions since 2007 (http://www.cdc.gov/injectionsafety/IP07_standardPrecaution.html).
According to CDC, there is never a circumstance when contents from a single-dose/single-use vial may be used for more than one patient.	CDC recommends that providers limit the sharing of medications whenever possible. In certain instances, qualified healthcare personnel may repackage medication from a previously unopened single-dose/single-use vial into multiple single-use vehicles (e.g., syringes). This should only be performed under ISO Class 5 conditions in accordance with all standards in by the United States Pharmacopeia General Chapter 797, Pharmaceutical Compounding – Sterile Preparations, as well as the manufacturer's recommendations pertaining to safe storage of that medication outside of its original container.
There is no evidence that single-dose/single-use vials used for multiple patients are responsible for infections if "proper infection control measures" are applied.	Dedicating a single-dose/single-use vial to one patient is, in and of itself, a critical element of proper infection control. CDC continues to see outbreaks in health-care settings where providers thought they were preparing and administering injections safely. In the last 5 years alone, CDC is aware of at least 26 outbreaks due to unsafe injection practices. These outbreaks resulted in more than 95,000 patients being referred for testing after potential exposure to infectious diseases. 73% (n=19) of these outbreaks involved use of single-dose/single-use medications for more than one patient. Several of these outbreaks are listed here. All of the outbreaks associated with improper use of single-dose/single-use medications occurred in outpatient settings, with pain clinics (n=8, 42%) representing the most common facility type. These and other suboptimal practices are common, as reported by numerous studies about infection control compliance rates. In fact, in one study published in the Journal of the American Medical Association, CDC and Centers for Medicare and Medicaid Services colleagues reported that two-thirds of the outpatient facilities inspected had lapses in basic infection control practices (http://blogs.cdc.gov/safehealthcare/?p=419). Moreover, infection surveillance is lacking in most outpatient settings; thus it is likely that outbreaks are occurring at a higher frequency, but going undetected.
CDC's recommendations regarding single-dose/single-use vials are flexible. In 2002 the agency issued a communication to the Centers for Medicare and Medicaid Services (CMS) regarding how to safely use contents from single-dose/single-use vials for more than one patient in a dialysis setting. If they allowed use of single-dose/single-use vials for more than one patient in dialysis clinics, why can't it be applied to other patients?	The current injection safety guidance is part of CDC's 2007 Guideline Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings. This guidance supersedes all other formal and informal guidance on this topic and was developed to reflect accumulating evidence, including bloodborne pathogen risk, gathered from outbreaks caused by unsafe injection practices.

Single-dose/ CDC Single-use Vials

MISINTERPRETATION/MISPERCEPTION	FACT
In 2002, an informal communication to the Centers for Medicare and Medicaid Services (CMS) suggested that certain medications packaged in a single-dose/single-use vial could be used for more than one patient in dialysis settings, assuming that certain criteria were followed. In 2008, CDC issued a formal clarification specifically to dialysis providers stating that the 2007 guidance superseded the 2002 CDC communication to CMS (http://www.cdc.gov/mmwr/preview/mmwrhtml/mm5732a3.htm).	<< continued from previous page
Considerable healthcare savings could be achieved if less stringent policies were in place.	Any potential savings from stretching the contents of single- dose/single-use vials by healthcare providers can be quickly offset by the costs associated with viral hepatitis, bloodstream infections, meningitis, epidural abscesses and other infectious complications. These costs are primarily borne by patients and their families. In addition, clinicians could face legal costs and potentially lose their medical licenses if basic safe practices are not followed and patients are harmed.







About Single-dose/Single-use Vials

What is a single-dose or single-use vial? A single-dose or single-use vial is a vial of liquid medication intended for parenteral administration (injection or infusion) that is meant for use in a single patient for a single case/procedure/injection. Single-dose or single-use vials are labeled as such by the manufacturer and typically lack an antimicrobial preservative.

Can single-dose or single-use vials be used for more than one patient? No. Vials that are labeled as single-dose or single-use should be used for a single patient and single case/procedure/injection. There have been multiple outbreaks resulting from healthcare personnel using single-dose or single-use vials for multiple patients. Even if a single-dose or single-use vial appears to contain multiple doses or contains more medication than is needed for a single patient, that vial should not be used for more than one patient nor stored for future use on the same patient. To prevent unnecessary waste or the temptation to use contents from single-dose or single-use vials for more than one patient, clinicians and purchasing personnel should select the smallest vial necessary for their needs when making treatment and purchasing decisions.

Is it acceptable to combine (pool) leftover medication from single-dose or single-use vials?

No. Do not combine (pool) leftover contents of single-dose or single-use vials or store single-dose or single-use vials for later use. Single-dose or single-use vials are intended for use on a single patient for a single case/procedure. There have been outbreaks resulting from pooling of contents of single-dose or single-use vials and/or storage of contents for future use.

When should single-dose or single-use vials be discarded? Medication vials should always be discarded whenever sterility is compromised or questionable. In addition, the following recommendations are made for handling of single-dose or single-use vials:

If a single-dose or single-use vial has been opened or accessed (e.g., needle-punctured) the vial should be discarded according to the time the manufacturer specifies for the opened vial or at the end of the case/procedure for which it is being used, whichever comes first. It should not be stored for future use.

If a single-dose or single-use vial has not been opened or accessed (e.g., needle-punctured), it should be discarded according to the manufacturer's expiration date.

Is there any option for medication from a single-dose/single-use vial to be used for more than one patient?

It is optimal for the medication to be used for just one patient. Shortages of some essential medications may warrant implementation of meticulously applied practice and quality standards to split doses under sterile conditions. In these cases, qualified healthcare personnel may repackage medication from a previously unopened single-dose/single-use vial into multiple single-use vehicles (e.g., syringes). This should only be performed under ISO Class 5 conditions in accordance with standards in United States Pharmacopeia General Chapter 797, Pharmaceutical Compounding – Sterile Preparations, as well as the manufacturer's recommendations pertaining to safe storage of that medication outside of its original container.

For more information, please see: CDC Injection Safety Website: http://www.cdc.gov/injectionsafety/

Free CME
 Injection Safety Guidelines as part of Standard Precautions
 Checklists/CDC Guide to Minimum Expectations for Safe Care
 Medscape expert commentary videos
 Recent Publications
 Educational materials for patients and clinicians

Safe Injection Practices Coalition Website: http://www.oneandonlycampaign.org/

- Clinician tools Patient information Educational materials
- CDC Safe Healthcare Blog Entries Related to Injection Safety: http://blogs.cdc.gov/safehealthcare/?cat=164
- CDC Outpatient Settings Website: www.cdc.gov/HAI/settings/outpatient/outpatient-settings.html

BOARD TALK

BOARD MEETINGS

A seven-member board appointed by the governor, the Nevada State Board of Nursing consists of four registered nurses, one practical nurse, one certified nursing assistant and one consumer member. Its meetings are open to the public; agendas are posted on the Board's web site and at community sites.

BOARD MEETING DATES

November 7-9 2012 Reno January 16-18 2013 Las Vegas

ADVISORY COMMITTEES

The Nevada State Board of Nursing is advised by and appoints members to five standing advisory committees. Committee meetings are open to the public; agendas are posted on the Board's website and at community sites. If you are interested in applying for an appointment to fill an upcoming opening, please visit the Board's website or call the Reno office for a committee application.

MEETINGS AND OPENINGS

The openings (listed in parentheses) will occur in the next six months. All meetings will be held via video-conference in Reno and Las Vegas.

Advanced Practice Advisory Committee (none)

November 27, 2012

Certified Nursing Assistant/MA-C Advisory Committee (three)

October 18, 2012

Disability Advisory Committee(seven)

October 19, 2012

Education Advisory Committee (one)

October 25, 2012

Nursing Practice Advisory Committee

(none)

October 16, 2012 December 11, 2012

COME TALK TO THE BOARD

During each regularly scheduled meeting of the Nevada State Board of Nursing, Board members hold a Public Comment period for people to talk to them on nursing-related issues.

If you want to speak during the Public Comment period, just check the meeting agenda for the date and time it will be held. Usually, the Board president opens and closes each day of each meeting by inviting Public Comment. Time is divided equally among those who wish to speak.

For more detailed information regarding the Public Comment period, please call the Board.

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MEET THE STAFF

Rhoda Cope is one of the Board's receptionists.



As a receptionist, Rhoda is responsible for general program support including inquiries, information and referrals, processing initial and renewal applications, and fingerprint capture.

Rhoda started working for the Board in September 2010. Prior to coming to the Board, she worked as a unit clerk. Rhoda says there is great communication among the staff. She would like to share, "Any questions you may have regarding your application or your nursing license, please give us a call. We are more than happy to answer any questions you may have, it's what we are here for."

Rhoda enjoys spending her free time with family and friends. Her favorite parts about living in Nevada are Hot August Nights and the Rib Cook-off.



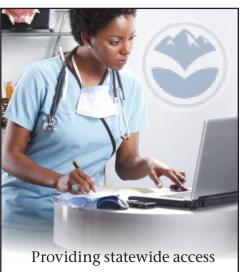
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COVERSTORY

NURSE INVESTIGATORS RECEIVE TERCAP AWARD.

The Board of Nursing is proud to have our nurse investigators on the cover of this issue with the TERCAP® (Taxonomy of Error, Root Cause Analysis and Practice) Award recently bestowed by the National Council of State Boards of Nursing for their contributions to this important national study.

Florence Nightingale changed the world with her famous wedge diagram showing different causes of death of British soldiers during the Crimean War. Today, the Board's Registered Nurse Investigators carry on the tradition of determining cause and effect in nursing practice by participating in the National Council of State Boards of

Nursing TERCAP® project to systematically analyze practice errors and their root cause, and analyze both system breakdowns and breakdowns in practice from an individual perspective. "This type of analysis will facilitate the development of strategic interventions to minimize the risk factors that may endanger patient safety" (http://www.NSCBN.org).

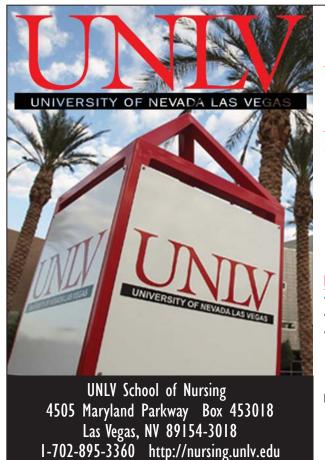
The Nevada nurse investigators are helping to create evidenced based research for improved patient safety by collecting and inputting data into the TERCAP® data set. Information submitted to the data set does not contain patient, nurse or facility identifiers. This maintains the confidentiality of the parties involved. The Board receives information that demonstrates that in many nursing environments today, the culture does not support admitting that errors occurred because of fear of being written up and/ or losing employment. Patients may ultimately suffer from repeated practice errors because when no one admits an error occurred, solutions cannot be developed to prevent history from repeating itself. Research to identify the root cause of error is critical to the



development of safe and effective nursing practice.

Many of you may be involved in similar research at your hospital, agency or school of nursing where you are analyzing data to improve patient safety. It is our responsibility as professionals to continue to develop these research data sets to inform decision making and standards of practice. The Board is committed to continued participation in the TERCAP® project to support its mission of protecting the public's health, safety and welfare through effective regulation of nursing. Please join us in congratulating Linda, Cynthia, and Sherri for their work in this important area.

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- There are several internet reminder systems that are free of charge. One example is "memo to me.com."
- There is a scheduled text message service where you can queue up a text message to be delivered at a date and time specified.
- Put it where I keep my list of friend's birthdays and then send myself a birthday card with a reminder. Or ask a friend to send me a birthday card with a reminder and maybe a little cash.

Tips compliments of Doreen Begley, Steve Kutz and Washoe County Health Nurses.

WALK WITH ME...

By Mary Hackie, MSN, RN

...Or run if you intend to keep up – Summer Saturday 7pm shift report on four ER patients: 33 YO kindergarten teacher sent by home hospice for pain control, 39 YO T1 diabetic rancher flown in by Mercy Air for vomiting, 81 YO who missed dialysis because he was sick, and a 23 YO IV drug abuser with skin infections. Attempting to access the hospice patient's port-a-cath, but the ER is out of Huber needles – supply tech called in sick – on hold for central supply when the secretary yells "Lab on the other line with a critical value -the rancher has a blood sugar of 1123." A new Resident, who excelled in Arrogance 101, barks "why doesn't he have 2 lines running?" while you run and catch the restless drug abuser as she climbs over the side rails moaning "I'm allergic to Narcan." Central supply says "you want what kind of needle? I'm new here..." glance at the monitor and note the dialysis patient has widening ORS complexes. Security reports "a bunch of kindergarten kids are here to visit and we need to get them out of the lobby" – central supply delivers the wrong size Huber needle – drug abuser is sleeping, respiratory rate of 10 – get a second line in the diabetic while the Resident sits and writes a second page of orders – Pyxis – why so slow to recognize my fingerprint? - is out of IV insulin call the Pharmacy "I can't make your IV insulin bag until you fax the order and by the way I'm workin' alone down here tonight." Resident barks "why didn't you notice these QRS complexes getting wider? and when will the dialysis tech be here?" Drug abuser's respiratory rate is 8, too quiet now better administer oxygen as the adjacent kindergarten teacher moans in pain just a curtain away. Fax to Pharmacy, call dialysis and wait, wait, wait on hold – security on the other line "these kids and parents are getting restless in my waiting room" proper Huber needle arrives from Central Supply "ah, one of our dialysis techs called in sick, the other one will be there soon" - insert the Huber needle into the port-a-cath and obtain flashback – drug abuser has a respiratory rate of 8 – get Narcan from the Pyxis – insulin IV bag is delivered by Pharm Tech who says "don't you know yesterday was payday and the other tech called in sick and why did you need this in such



a hurry anyway?" Medicate the kindergarten teacher just as six kids and their righteous parents arrive to announce "what took you so long, nurse?" Interrupt a coworker to get the insulin IV bag and calculation 2x checked and hung just as the dialysis tech rolls in her machine. Resident barks "why didn't you tell me I need to intubate this drug abuser?" (nurse thinks: who is the real abuser?)...It is 8pm...will your shoes hold up for 11 more hours without a break?

Subtle subservience in an environment of organized chaos is the norm for Nevada ER RNs and CNAs. Our tolerance of this climate contributes to safety breaches and sentinel events. Speak out for a better, safer environment for staff and patients.

The author is pictured with her husband ER Dr. Ed Hackie. "If he didn't' treat nurses well I wouldn't have married him." The Hackie's rendition of the 1945 Life Magazine photo is a respectful tribute to our Veterans.

Editor's note: Patient confidentiality is respected, this day is fictional no HIPPA Violations but a very real reflection of Emergency nursing.



WALK WITH A NURSE INVESTIGATOR By Chris Sansom, MSN, RN

Nurse investigators collect data and investigate complaints submitted regarding nursing assistants and licensed nurses (referred to as nurses hereafter) to support the Board's mission to protect the public's health, safety and welfare through effective regulation. The NSBN has three nurse investigators who are all Registered Nurses with eighty-five years of combined experience in a variety of nursing specialties.

As licensed professional nurses we understand how difficult it is for nurses to receive a certified letter or a telephone call from the Board to find out they are under investigation. We often times interact with nurses and complainants at a time when they are fragile, heart-broken, bewildered, devastated, angry, confused, and/or overwhelmed. Consumers do not understand why their trust in the profession was breeched. Nurses (respondents) may not understand why a coworker, employer or consumer (complainants) filed allegations with the Board. Our role is to be independent fact finders. It is not to assume complainants are correct or that nurses are automatically guilty or innocent.

Being registered nurses is critical to the investigative process of conducting thorough and credible investigations. We bring our practice experience with us, and when we find it lacking in a certain area, we conduct research or call for help from those best qualified. We recognize when a complainant's outrage may be misdirected, a result of lateral violence in the profession, or when it is exactly on target. It is a heavy burden at times when actual patient harm has taken place with or without intent on anyone's part, or when a nurse's conduct is so egregious it defies logic. Every profession has rules and standards and mechanisms to enforce them. The Board of Nursing appointed by the governor sets the rules and standards, and the investigators assist the Board by gathering facts to enable decision making to enforce them.

Our role is fulfilled when there is no evidence of a violation of the Nurse Practice

Act is found, when the nurse completes courses to remediate their practice, or when there is actual disciplinary action by the Board. Evidence obtained during the course of an investigation (medical records, personnel records, controlled prescription sheets for example) will either support the allegations in the complaint or it will not. We will not stop an investigation until we have a reasonable degree of certainty that all of the evidence available has been received. As nurses, we would want no less for ourselves and believe that we owe the Board and the profession nothing less than the truth.

If a Board investigator must contact you, there is much you can do to make the process as smooth as possible. You are encouraged to visit the Board's website under Forms where there is a fact sheet for complainants and for respondents. First and foremost, keep your address current with the Board as mandated by the Nevada Nurse Practice Act.

In addition to investigating complaints, the nurse investigators answer scope of practice questions related to the Nurse Practice Act. The entire Nurse Practice Act (NPA), Practice Decisions, and the Determining Your Scope of Practice algorithm can be found on the Board's web site. Try the algorithm yourself – it is the same tool we use when you call us with questions.

Being a nurse investigator is a fascinating, rewarding and challenging career – and sometimes a lonely one. Complainants are unhappy when we do not find evidence to support their claims, and nurses are unhappy that their practice is being questioned. It is a difficult job, but there are rewards. We cheer when the impaired nurse completes treatment and returns to safe practice. We are saddened when consumers are harmed by careless, negligent or willful action by nurses, but are lifted when the Board removes their privilege to practice. In the end it's about following the law and doing the right thing – we strive to do that everyday.

Have a question? Give us a call.

Nevada State Board of URSING EWS

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NNA State Convention P.O. Box 34660 Reno, NV 89533

For groups of 10 or more, call 775-747-2333 for special rates.

Registration is now open for the 2012 NNA State Convention. The theme of this year's convention is Healthy Nurses--Healthy Workplaces: Empowerment in Action. Register before September 7 to receive the Early Bird discount.

The event will begin with a Mix & Mingle + Legislative Meet & Greet on Friday, October 5 and continue with multi-track sessions on Saturday. Visit our website www.nvnurses.org for more information or to register online. CEUs pending. Conference highlights include:

- Expert Speakers
- Vendors and Exhibits
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We are pleased to be collaborating with the Nevada Student Nurses Association for this year's convention. A special student session will focus on making your resume stand out, cover letters, and job interviewing skills.



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- Compassion fatigue: Continue to Care and Maintain Your Health and Sense of Purpose
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HEALTHY NEVADA NURSES INITIATIVE

BY Elizabeth Fildes, Ed.D, R.N., CNE, CARN-AP and Margaret Curley, R.N., B.S.N.

Nurses who are truly healthy – physically, mentally, emotionally, spiritually, and professionally – can transform their environments, ranging from dysfunctional workplaces to the troubled health care system of our country.

Being a nurse means accepting a mission to advocate for a health care system that responds to the needs of all. Being a nurse means accepting the responsibility to promote, optimize and protect patients' health and safety. Being a nurse means keeping a promise to prevent illness and injury and to alleviate suffering. In fulfilling these commitments, we become agents of love, compassion, justice and equality in our society. Underlying this fulfillment is our need – our duty – to be healthy ourselves – physically, mentally, emotionally, and spiritually and professionally.

We know all this. Yet, despite our acknowledged commitments and despite our knowledge of the impact of chronic diseases on patients and their loved ones, we often neglect our own health. It is apparent that many of us desperately need the same support and interventions we have always given unhesitatingly to our patients. Many of us are stressed at work and at home. Many are morbidly obese and, despite punishing work schedules and endless outside responsibilities, don't engage in healthy exercise. Many abuse tobacco, alcohol and other drugs. It is high time for the beliefs we profess – about health, safety, preventing injury and illness, alleviating suffering – to manifest in a proper regard for our own lives, our own health, our own fitness to live and to serve.

Armed with the belief in nurses' transformative power, determined that it should produce action and exemplary results in our own lives; the Nevada Nurses Association is taking the challenge of helping Nevada nurses become healthier. This

October 5th, we are launching the Healthy Nevada Nurses Initiative at the Nevada Nurses Association State Conference! Our goal is to empower and motivate Nevada nurses to give priority to their own personal health, safety, and wellness. In doing so, we live our lives to the fullest – physically, emotionally, mentally, spiritually, and professionally – we achieve the greatest possible combination of our own personal strength and the resourcefulness of others in addressing our patients' interests. We also capture the moral high ground of exemplifying what we ask of others.

The Initiative begins with the following objectives:

- Conduct a statewide Health Risk Assessment based on the holistic healing model
- Create a mechanism for groups of nurses to support each other in meeting their holistic health goals
- Provide 50 weeks of educational webinars/teleconferences that will serve as a focal point for face to face or virtual group meetings
- Develop self-monitoring tools to help participants track their progress with tips on how to overcome challenging barriers
- Support nurses' efforts with trained nurse-coaches via a nurse-managed Chronic Diseases Prevention Helpline
- Evaluate initiative outcomes 12 months after launch based on the number of small groups formed and on participant self-reports

With all that, we're also issuing a challenge to all nurses: Suggest activities! Send your suggestions to Elizabeth.Fildes@tun.touro.edu or nvnursesassn@mvqn.net.

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